

# Registration Policies & Procedures

---

## How To Register

### **Milpitas Residents:**

Registration begins on **Saturday, March 24, 8:00 am-12:00 pm, at the Milpitas Community Center, 457 E. Calaveras Blvd. 2 forms of Milpitas residency proof is required:** CA Driver's License **and** one of the following: Current Utility Bill, Current Bank Statement, or Current Credit Card Statement, **or** a Recreation ID Card. Mail-in registrations will be randomly added to what was received that day. Registration will not be accepted after the second class.

Non-Milpitas resident registration begins Thursday, April 12 at 8:00 am, at the Milpitas Community Center.

Registration forms received prior to the first day of registration will be processed at the end of the first day of registration.

Participants must meet the minimum age requirement for the program/class being registered for by the first day of class.

### **Faxed Registration:**

Registration forms can be faxed to **(408) 586-3295**. Credit card payment and proof of Milpitas residency are required. Faxed registrations will be randomly added to the forms received on that day.

### **Class Payments & Material Fees:**

Full payment is required at the time of registration. Payments can be submitted in the forms of cash (starting April 19), check (payable to "City of Milpitas"), money orders and credit cards (**VISA and MasterCard**). If the class has a material fee, the material fee is paid directly to the instructor on the first day of class, and is not refunded if you cancel/transfer out of the class.

### **Registration Confirmations:**

Confirmations of class enrollments will be mailed within 7-10 working days. If you do not receive a confirmation by then, please call us at (408) 586-3210 to have an additional one mailed to you.

### **Senior Discounts:**

Senior Citizens (50+years) receive a 25% discount on all Recreation Services program participation fees, except trips, personal trainer services and Senior Center Programs. Only Milpitas resident Seniors receive discounts at the Sports Center.

## Class Cancellations & Waiting Lists

Early registration is recommended instead of waiting before the first day of class. Should a class not meet its minimum number of students within 3 days of starting, it will be cancelled.

If a class has reached its maximum capacity prior to your registration, you will automatically be placed on the waiting list without payment. Should an opening occur, Recreation Services will contact those on the waiting list, in order of placement and payment is required at that time. Being placed on the waiting list does not guarantee enrollment in the class. Please do not go to the class if you are on the waiting list.

## Transfers

Transferring from one class to another class is permitted without a processing fee, as long as the office is notified with a Transfer/Refund Request Form (on previous page) 7 calendar days prior to a class starting. If the transfer request is made with less than 7 calendar days prior to the class, a \$10 processing fee will be charged for each transfer.

## Refund/Cancellations

In order to receive a refund check in the mail, you must submit the Transfer/Refund Request Form to the office 10 calendar days prior to the first class. **A \$10 service charge is withheld from each class you are requesting a refund for.**

Refund/Transfer amounts up to \$10 will be issued as a credit on your Recreation Services' Account to be used for future classes or programs. Refunds for amounts of \$10.01 and more will be issued as a refund check. You will receive your refund check in the mail in 10-15 working days.

**Please Note:** If your class payment was made with a credit card, refunds cannot be credited back to the credit card.

For cancellations with less than 10 calendar days prior to the start of the program, you will be issued a credit on your Recreation Services' Account to be used for future classes or programs, minus a \$10 processing fee for each class cancellation. If the class has started, you may cancel prior to the second class meeting and receive a prorated credit on your account minus a \$10 processing fee. Medical emergencies are exempt from the policy; however, a signed statement from your doctor is required prior to the last class to be eligible for a refund and will be prorated for classes that were attended.

## Late Pick-Up Policy

For the safety of our participants, it is required that they are picked up on time at the end of each class. Should the participant be picked up late, a \$10 late fee starting one minute after the end of class will be charged, with an additional \$10 for every 10 minutes thereafter. Should the participant not be picked up within a half hour of the end of the class, the Milpitas Police Department will be contacted.